

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Connecticut

DATE: 9-27-05

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

CTDOL established a simple and straightforward goal for PY 2004: to select a minimum of 12,670 UI claimants from the Profiling pool and refer them to Re-employment Services, beginning with the Profiling Orientation. The Department surpassed this goal, having selected 13,293 UI claimants. This level of achievement was accomplished by establishing an annual and monthly goal for each One-Stop center. Progress toward attainment of these goals was monitored on a monthly basis. Reports that were utilized for this purpose were the UI-9048, UI-9049, and PF 310 report, "Profiling Activity by Job Center."

Numerous changes have been made to the Program. In PY 2002, one of which was to rename the Program to Enhanced Reemployment Services (ERS). This was done because of the negative connotations of the term "profiling."

CTDOL implemented the Pilot Expansion of Enhanced Re-employment Services (PEERS) on October 4, 2005. 4,182 claimants were to be selected from October 4, 2004 through September 30, 2005, however, CTDOL surpassed this target by selecting 4,397 claimants by 6/30/2005. This pilot program had the following features:

1. Expanded the number of UI claimants served by the existing ERS Program by over 30%
2. It targeted a subset of claimants who participated in ERS orientation for follow-up Reemployment Eligibility Assessments (REAs). At the REA the claimant's work activities were discussed; employer contacts were reviewed in detail; job search advice and tips were given; barriers to employment were discussed; and registration for additional reemployment services were added to their Individualized Service Plan. A second REA was scheduled if the claimant was still collecting Unemployment Insurance Benefits.
3. The ERS orientation was modified to include a more comprehensive and intensive Benefit Rights Interview (BRI) section.

Customer satisfaction for Connecticut's Reemployment Services program was very high. The Department issues the DOL-121, "CTWorks Customer Assessment of Seminars/Workshops." This form is given to customers to rate their overall satisfaction with all our workshops. In the period April 1, 2005 – June 30, 2005, the rating by ERS customers for overall satisfaction with any workshop attended (including the ERS Orientation) was a mean of 8.92 (using a scale of 1-10). This compares to a mean of 9.24 for non-ERS customers.

In conclusion, PY 2004 was a highly successful year for the Reemployment Services Program.